

VERIZON RESPONSE TO NJ BPU KPMG EXCEPTION

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| Exception #: | 3 |
| Component: | Verizon – New Jersey mishandled several disconnect orders. |
| Domain: | POP |
| Date Uncovered by KPMG: | 11/6/00 |
| Date VERIZON Received: | 11/6/00 |
| Date VERIZON Responded: | 11/29/00 |
| KPMG Summary Statement and | Verizon’s inability to properly handle customer disconnect requests, ensuring that the correct intercept message is in place, results in not satisfying CLEC customer requests and damages the relationship between the CLEC and its customers. |
| VERIZON Response: | <u>11/29/00 Response to Exception</u> |

Verizon has reviewed the five examples noted by KPMG and has determined the following: For items one (732 831 4160) and two (609 671 5263) a ring no answer condition occurred due to a translation processing error by the RCMAC personnel. On items three and four, KPMG cited telephone numbers that reflect the wrong area code and exchange (609 671 2851 and 609 671 2852) versus those reflected on the PON. The correct telephone numbers processed were (732 831 2851 and 732 831 2852). Both of these numbers have the proper recording. For item five, the disconnect request was not executed on 609 671 5258 due to a service order error processed by the TISOC.

To insure the quality of translation activity is maintained in the New Jersey RCMAC centers, the level of accuracy is continually monitored through various measurements and tracking reports generated on a monthly basis. The error rate for translations completed in the MARCH system for the entire wholesale and retail universe in New Jersey for nine months year to date is .005 or one half of one percent. Therefore, while errors occur as noted in this exception, they do not have a material effect on accurate service delivery. In addition to the reports, performance reviews with the appropriate responses are provided to all personnel on a regular basis.